

EAST Search History

EAST Search History (Prior Art)

| Ref # | Hits | Search Query | DBs | Default Operator | Plurals | Time Stamp |
|-------|-------|---|--|------------------|---------|---------------------|
| L1 | 3 | "624223".apn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 19:20 |
| L2 | 1 | "624223".apn. and contiguous | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 19:20 |
| L3 | 1 | "624223".apn. and pending with transaction | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 19:22 |
| L4 | 1 | "624223".apn. and continuity | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 19:23 |
| L5 | 19022 | call adj center | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 20:45 |
| L6 | 449 | I5 and e\$mail with routing | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 20:45 |
| L7 | 18 | I5 and e\$mail with routing same (continue thread) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 20:46 |
| L8 | 0 | I5 and e\$mail with routing same pending with transaction | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 20:47 |
| L9 | 18 | I5 and e\$mail with routing and pending with transaction | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 20:47 |

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|-----|------|---|--|----|----|---------------------|
| L10 | 517 | e\$mail with routing same agent | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 20:50 |
| L11 | 54 | e\$mail with routing same agent same transaction | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 20:50 |
| L12 | 1510 | 707/736.ccls. or 379/265.11.ccls. or 705/11.ccls. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 21:37 |
| L13 | 468 | l12 and effort | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 21:38 |
| L14 | 40 | l13 and agent same effort | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 21:38 |
| L15 | 23 | l14 and routing | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/07/08 21:38 |
| S1 | 4 | "6542602".pn. or "6707904".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 10:04 |
| S2 | 155 | 379/265.05.ccls. or 379/265.06.ccls. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 14:39 |
| S3 | 99 | S2 and internet | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 10:13 |
| S4 | 73 | S3 and (chat e\$mail) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 11:06 |
| S5 | 72 | S4 and (number frequenc\$6) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 10:56 |

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| S6 | 29 | S3 and (chat e\$mail) same (number frequenc\$6) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 10:59 |
| S7 | 3 | S3 and (chat e\$mail) same (frequenc\$6) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 10:59 |
| S8 | 3 | S3 and (chat e\$mail) same (initial adj contact\$3) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 11:07 |
| S9 | 3 | S3 and (chat e\$mail) same (initial near3 contact\$3) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 11:07 |
| S10 | 3 | S3 and (chat e\$mail) same (initial\$3 near3 contact\$3) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 11:08 |
| S11 | 0 | 379/265.06.ccls. and (chat e\$mail) same (initial\$3 near3 contact\$3) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 11:09 |
| S12 | 47 | 379/265.06.ccls. and (chat e\$mail) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:04 |
| S13 | 1 | "6724887".pn. and duration | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 12:40 |
| S14 | 1 | "6724887".pn. and report | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:02 |
| S15 | 12 | email same chat same frequenc\$6 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:04 |
| S16 | 930 | email same frequenc\$6 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:04 |

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| S17 | 1 | 379/265.06.ccls. and (chat e\$mail) same frequenc\$6 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:05 |
| S18 | 355 | (monitor\$6 count\$3) same (chat e\$mail) same frequenc\$6 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:05 |
| S19 | 24 | (monitor\$6 count\$3) same (chat e\$mail) same frequenc\$6 and call adj center | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:09 |
| S20 | 24 | (monitor\$6 count\$3) same (chat e\$mail) same (frequenc\$6 number near3 exchange \$2) and call adj center | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:11 |
| S21 | 374 | (monitor\$6 count\$3) same (chat e\$mail instant adj messag\$6) same (frequenc\$6 number near3 exchange \$2) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:11 |
| S22 | 62 | 379/265.05.ccls. or 379/265.06.ccls. and (e \$mail near3 frequenc \$4) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:17 |
| S23 | 0 | (379/265.05.ccls. or 379/265.06.ccls.) and (e \$mail near3 frequenc \$4) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:17 |
| S24 | 81362 | (e\$mail chat\$4 near3 frequenc\$4) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:17 |
| S25 | 500 | ((e\$mail chat\$4) near3 frequenc\$4) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:18 |
| S26 | 17 | ((e\$mail chat\$4) near3 frequenc\$4) same (client customer)\ | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:18 |

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|-----|------|--|--|----|----|---------------------|
| S27 | 17 | ((e\$mail chat\$4) near3 frequenc\$4) same (client customer) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:19 |
| S28 | 1974 | ((e\$mail chat\$4) near3 frequenc\$4) or (number near3 e\$mail) same (client customer) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:20 |
| S29 | 30 | (number near3 e\$mail) same (client customer) same chat | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:20 |
| S30 | 2 | S2 and (e\$mail chat) with statistic\$2 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:23 |
| S31 | 48 | (e\$mail chat) with statistic\$2 same (number frequenc\$3) same (exchang\$3 transm\$6 recept\$4 receiv\$4) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:51 |
| S32 | 16 | ("6021428" "6044395" "6073165" "6128646" "6138146" "6141695" "6182059").PN. OR ("6356633").URPN. | US-PGPUB; USPAT; USOCR | OR | ON | 2006/01/03 13:32 |
| S33 | 17 | (US-20020080950-\$ or US-20030169856-\$). did. or (US-6058163-\$ or US-6404883-\$ or US-6366666-\$ or US-6408064-\$ or US-6603854-\$ or US-6640143-\$ or US-6650747-\$ or US-6700971-\$ or US-6724887-\$ or US-6754331-\$ or US-6904143-\$ or US-6480749-\$ or US-6535492-\$ or US-6597783-\$ or US-6356633-\$).did. | US-PGPUB; USPAT | OR | ON | 2006/01/03 13:31 |
| S34 | 0 | S33 and e\$mail with frequ\$7 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:31 |
| S35 | 0 | "6597783".pn. and frequen\$6 | US-PGPUB; USPAT; USOCR | OR | ON | 2006/01/03 13:32 |

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|-----|-----|---|--|----|----|---------------------|
| S36 | 1 | "6597783".pn. and number | US-PGPUB; USPAT; USOCR | OR | ON | 2006/01/03 13:32 |
| S37 | 498 | agent same (customer \$2 client) same (e\$mail \$2 chat\$2) same (number frequenc\$4) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 13:52 |
| S38 | 23 | agent same (customer \$2 client) same (e\$mail \$2 chat\$2) same (frequenc\$4) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 14:00 |
| S39 | 2 | "6356633".pn. and customer | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 14:00 |
| S40 | 9 | S2 and (customer client) with (prior previous\$2 before) with contact\$3 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 14:46 |
| S41 | 15 | S2 and (agent) with (prior previous\$2 before) with contact\$3 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 15:15 |
| S42 | 1 | "6724887".pn. and list \$2 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 15:58 |
| S43 | 1 | ("6724887".pn. or "6356633".pn.) and e \$mail near2 address\$3 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 16:00 |
| S44 | 73 | e\$mail with identif\$6 with (client\$2 customer \$2) with (agent\$2) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 17:14 |
| S45 | 77 | 707/104.1.ccls. and call near2 center\$2 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 17:24 |
| S46 | 1 | "624223".apn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 17:24 |

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|-----|----|--|--|----|----|---------------------|
| S47 | 2 | "6870926".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 17:48 |
| S48 | 2 | "6289373".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 17:49 |
| S49 | 2 | "6771764".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/01/03 17:49 |
| S50 | 1 | "6724887".pn. and duration\$2 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:18 |
| S51 | 3 | e\$mail\$2 with effort with analy\$6 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 16:52 |
| S52 | 1 | "6724887".pn. and environmental | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 16:46 |
| S53 | 0 | e\$mail\$2 same effort same analy\$6 same word same count\$3 same (time duration) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 16:54 |
| S54 | 16 | e\$mail\$2 same analy\$6 same word same count \$3 same (time duration) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 16:55 |

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|-----|---------|--|--|----|----|---------------------|
| S55 | 23 | (US-20030169856-\$ or US-20020080950-\$ or US-20040044950-\$). did. or (US-6760727-\$ or US-6356633-\$ or US-6597783-\$ or US-6449356-\$ or US-6289513-\$ or US-6138139-\$ or US-6904143-\$ or US-6724887-\$ or US-6700971-\$ or US-6650747-\$ or US-6640143-\$ or US-6603854-\$ or US-6480749-\$ or US-6408064-\$ or US-6404883-\$ or US-6366666-\$ or US-6535492-\$ or US-6754331-\$ or US-6058163-\$ or US-6453038-\$).did. | US-PGPUB; USPAT | OR | ON | 2006/09/14 16:59 |
| S56 | 21 | S55 and e\$mail\$2 | US-PGPUB; USPAT | OR | ON | 2006/09/14 16:59 |
| S57 | 5 | S55 and e\$mail\$2 same word\$2 | US-PGPUB; USPAT | OR | ON | 2006/09/14 17:00 |
| S58 | 1 | "6724887".pn. and count\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:29 |
| S59 | 6 | e\$mail\$2 with words with minute | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:31 |
| S60 | 712 | words adj per adj minute | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:31 |
| S61 | 29 | words adj per adj minute with duration | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:33 |
| S62 | 6922199 | (type typing) words adj per adj minute with duration | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:33 |

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|-----|-----|---|--|----|----|---------------------|
| S63 | 62 | (type typing) same words adj per adj minute same duration | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:36 |
| S64 | 13 | (type typing) with tutor \$4 same rate | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:36 |
| S65 | 12 | (typing) same duration same words same minute | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:42 |
| S66 | 51 | typing with pace\$2 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:45 |
| S67 | 396 | e\$mail\$2 with duration \$2 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:46 |
| S68 | 8 | S67 with length | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:46 |
| S69 | 31 | agent same e\$mail\$2 same number same word\$2 same time | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:51 |
| S70 | 37 | expected same typing same rate | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/09/14 17:51 |
| S71 | 1 | "624223".apn. and effort | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 16:31 |
| S72 | 0 | effort adj rating same chat | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 10:53 |
| S73 | 16 | effort adj rating | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 10:56 |

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| S74 | 154 | call adj center same performance same management | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:00 |
| S75 | 74 | call adj center with agent same performance same management | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:01 |
| S76 | 0 | call adj center with agent same performance same management same e \$mail same length | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:25 |
| S77 | 290 | (call adj center help adj desk) with agent same performance | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:06 |
| S78 | 131 | S77 and e\$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:07 |
| S79 | 8 | S77 and e\$mail with length | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:16 |
| S80 | 2891 | (customer adj relationship adj management) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:17 |
| S81 | 0 | (customer adj relationship adj management) and effort with rating | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:17 |
| S82 | 778 | (customer adj relationship adj management) and effort | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:17 |
| S83 | 69 | (customer adj relationship adj management) and effort same agent | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:17 |
| S84 | 68 | (customer adj relationship adj management) and effort same agent and e \$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:19 |

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|-----|----|---|--|----|----|---------------------|
| S85 | 1 | (customer adj relationship adj management) and rating\$2 same e\$mail same length | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:20 |
| S86 | 38 | (customer adj relationship adj management) and e \$mail same length | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:21 |
| S87 | 39 | (customer adj relationship adj management) and e \$mail same (number near3 word\$2 length) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:21 |
| S88 | 14 | call adj center with agent same performance and e \$mail same length | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:27 |
| S89 | 16 | call adj center with agent same (productivity performance) and e \$mail same length | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:44 |
| S90 | 21 | (call contact) adj center with agent same (productivity performance) and e \$mail same length | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:49 |
| S91 | 32 | (call contact) adj center with agent same (productivity performance) same e \$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:33 |
| S92 | 26 | (call contact) adj center with agent same (productivity performance) same e \$mail not S90 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:44 |
| S93 | 0 | (call contact) adj center same (productivity performance) same (e \$mail chat) same word adj count\$2 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:45 |
| S94 | 2 | (call contact) adj center and (e\$mail chat) same word adj count\$2 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:46 |
| S95 | 3 | (call contact) adj center and (e\$mail chat) same word adj frequency | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:48 |

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|------|-----|---|--|----|----|---------------------|
| S96 | 323 | (call contact) adj center and (e\$mail chat) same word\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:48 |
| S97 | 14 | (call contact) adj center with agent same (productivity performance) and e \$mail with word\$2 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:49 |
| S98 | 14 | (call contact) adj center with agent same (productivity performance) and e \$mail with word\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:50 |
| S99 | 6 | (call contact) adj center with agent same (productivity performance) and chat with word\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:55 |
| S100 | 639 | (e-mail chat) with (word adj count\$2 length) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:56 |
| S101 | 6 | effort same (e-mail chat) with (word adj count\$2 length) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 13:43 |
| S102 | 6 | (productivity accomplishment rating achievement) same (e-mail chat) with (word adj count\$2 length) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:59 |
| S103 | 6 | (rating) same (e-mail chat) with (word adj count\$2 length) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 11:59 |
| S104 | 119 | activity adj based adj costing | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 13:45 |
| S105 | 0 | activity adj based adj costing same e\$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 13:44 |
| S106 | 1 | "624223".apn. and word adj content | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/21 16:31 |

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| S107 | 1 | "624223".apn. and apparatus | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/28 11:48 |
| S108 | 2 | "6401092".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/28 11:48 |
| S109 | 2 | "6477701".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/28 11:49 |
| S110 | 2 | "6301585".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/02/28 11:49 |
| S111 | 268 | customer adj service\$2 with evaluat\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 14:53 |
| S112 | 23 | customer adj service\$2 with evaluat\$4 same agent\$2 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 14:55 |
| S113 | 10 | customer adj service\$2 with rating same agent \$2 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 14:56 |
| S114 | 2 | customer adj service\$2 with rating same effort \$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 14:57 |
| S115 | 14 | 705/7.ccls. and agent same rating | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 14:59 |
| S116 | 1 | "624223".apn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:22 |
| S117 | 336 | 705/7.ccls. and customer adj service | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 14:59 |

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| S118 | 15 | 705/7.ccls. and customer adj service same effort | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:00 |
| S119 | 8 | customer adj service with (rate rating) with effort | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:01 |
| S120 | 2 | customer adj service with (rate rating) with star | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:02 |
| S121 | 11 | customer adj service same (rating rate) same star | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:04 |
| S122 | 4 | contact adj center with agent with rating | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:07 |
| S123 | 6 | contact adj center same e\$mail same evaluat\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:10 |
| S124 | 41 | contact adj center same performance same report\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:11 |
| S125 | 152 | 379/265.06.ccls. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:48 |
| S126 | 25 | 379/265.06.ccls. and rating | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:13 |
| S127 | 16 | 379/265.06.ccls. and rating and (e\$mail chat) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:11 |
| S128 | 35 | 379/265.06.ccls. and effort\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:13 |

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| S129 | 4 | 379/265.06.ccls. and (rating rate) same (e \$mail chat\$4) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:16 |
| S130 | 84 | 379/265.06.ccls. and (rating rate) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:16 |
| S131 | 53 | 379/265.06.ccls. and (rating rate) with agent | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:17 |
| S132 | 59 | 379/265.06.ccls. and evaluat\$4 with agent | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:17 |
| S133 | 50 | 379/265.06.ccls. and evaluat\$4 with performance | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:17 |
| S134 | 1 | "624223".apn. and asynchronous | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:23 |
| S135 | 10095 | contact adj center | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:23 |
| S136 | 4 | e\$mail adj contact adj center | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:26 |
| S137 | 0 | technical adj support adj center with agent with evaluat\$4 same e \$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:26 |
| S138 | 0 | technical adj support adj center with agent with evaluat\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:26 |
| S139 | 6 | technical adj support adj center with agent | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:29 |

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| S140 | 8291 | measur\$4 with effort | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:29 |
| S141 | 0 | measur\$4 with effort with typ\$4 with e\$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:30 |
| S142 | 5 | measur\$4 with effort with e\$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:30 |
| S143 | 191 | non\$real\$time adj communication | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:31 |
| S144 | 8 | non\$real\$time adj communication same evaluat\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:31 |
| S145 | 301 | time with respond with e\$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:50 |
| S146 | 7 | time with respond with e\$mail same evaluat\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:49 |
| S147 | 1 | time with compose with e\$mail with word adj count | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:51 |
| S148 | 1 | time with compose with word adj count | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:54 |
| S149 | 2 | time with compose same word adj count | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:54 |
| S150 | 0 | time with write with e \$mail with word adj count | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:55 |

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| S151 | 86 | time with write with e\$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:55 |
| S152 | 1 | (measur\$4 evaluat\$4) with time with write with e\$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:55 |
| S153 | 1 | (measur\$4 evaluat\$4) same time with write with e\$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:56 |
| S154 | 3 | (measur\$4 evaluat\$4) same time same write with e\$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/01 15:56 |
| S155 | 32 | (measur\$4 evaluat\$4) same time same writ\$4 with e\$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/02 11:52 |
| S156 | 115 | call adj center same e \$mail same (skill evaluat \$4) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/02 11:53 |
| S157 | 41 | call adj center same e \$mail same (skill evaluat \$4) same (respond response) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/02 12:05 |
| S159 | 0 | call adj center with simulation same e\$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/03 12:00 |
| S160 | 1 | "6724887".pn. and average | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/03 12:07 |
| S161 | 19 | call adj center same average near3 hold near3 time | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/03 12:08 |
| S162 | 133 | call adj center same average with time with agent | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/03 15:28 |

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| S163 | 4 | call adj center same total with response with time with agent | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/03 12:34 |
| S164 | 1 | "6724887".pn. and sale | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2007/10/03 15:28 |
| S165 | 7815 | 707/100.ccls. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2009/07/07 13:14 |
| S166 | 1392 | S165 and effort | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2009/07/07 13:14 |
| S167 | 398 | S166 and writing | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2009/07/07 13:14 |
| S168 | 59 | S167 and typing | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2009/07/07 13:14 |
| S169 | 204 | performance with monitor\$4 with writing | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:14 |
| S170 | 355 | 705/11.ccls. and effort | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:16 |
| S171 | 8 | 705/11.ccls. and effort same writing | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:17 |
| S172 | 30 | 705/11.ccls. and effort same respon\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:18 |
| S173 | 8 | 705/11.ccls. and labor same (writing write e \$mail) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:21 |

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| S174 | 111 | labor same (writing write e\$mail) same (respond response) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:22 |
| S175 | 10 | labor same (writing write e\$mail) same (respond response) same (analyz\$4 measur \$4) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:22 |
| S176 | 2 | labor same (writing write compos\$4) same e \$mail same (respond response) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:24 |
| S177 | 2858 | asynchronous with transaction | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:25 |
| S178 | 0 | asynchronous with transaction same labor | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:25 |
| S179 | 820 | asynchronous with transaction same time | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:25 |
| S180 | 63 | asynchronous with transaction same time same performance | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:25 |
| S181 | 13 | email and asynchronous with transaction same time same performance | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:26 |
| S182 | 0 | measur\$4 same labor same writing same e \$mail | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:27 |
| S183 | 114 | measur\$4 same effort same writing | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:30 |
| S184 | 48 | measur\$4 same productivity same writing | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:32 |

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| S185 | 13 | 705/11.ccls. and productivity same (writing e\$mail) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:33 |
| S186 | 93 | measur\$4 same productivity same (writing e\$mail) | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:33 |
| S187 | 598 | (measur\$4 track\$4 analyz\$4) same e\$mail same handling | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:37 |
| S188 | 0 | (measur\$4 track\$4 analyz\$4) same e\$mail same handling same agnt | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:37 |
| S189 | 9811545 | e | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:37 |
| S190 | 88 | (measur\$4 track\$4 analyz\$4) same e\$mail same handling same agent | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:37 |
| S191 | 0 | "6356633".pn. and display\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:55 |
| S192 | 1 | "6724887".pn. and display\$4 | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 12:55 |
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| S194 | 8816 | 707/100.ccls. or "705". S179.ccls. or 379/265.11.ccls. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 14:18 |
| S195 | 9758 | 707/100.ccls. or 705/11. ccls. or 379/265.11. ccls. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 14:18 |

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| S196 | 4 | S195 and track\$4 with e \$mail with handling | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2010/01/17 14:19 |
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